



888-428-2673 (BNSF)

BNSF Railway Phone Option Guide

Customer Support is also available through the **MESSAGE US** app in our BNSF Customer Portal. It is easy to use and provides quick responses.

All customers will be required to provide a PIN to speak to a live agent.

To obtain a PIN, please register at [BNSF.com](https://www.bnsf.com).

If you are a registered customer and need to recover your PIN, please login to the [BNSF Customer Portal](https://www.bnsf.com).

BNSF's new voice recognition software can recognize many words and phrases like the ones below:

Self Service

- Driver Trace
- Secure Trace
- Release and Order-in
- Trucker

Intermodal Movement

Car Movement

Waybill

- Modify Request
- Bill of Lading
- Rebill

Web Support

Border Support

- Canadian Custom
- Mexico Customs
- Español

Dimensional

- Clearance
- High-Wide

Embargo

Equipment

- Private Cars
- Railroad Supplied Cars
- Coal
- Intermodal

Pattern Support

- Shipping Instructions
- Future Release
- Shipment Request

Demurrage & Storage

- Intermodal Storage
- Railcar Demurrage